Behavioral virtual visits

Meeting Behavioral Health Challenges Face to Face

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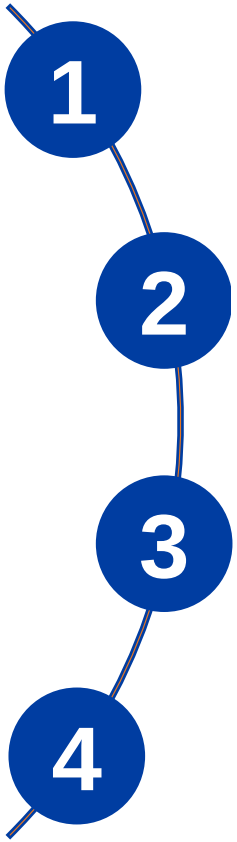
COMMUNITY & STATE

The Presentation



1. Behavioral Virtual visits Today
2. Technology and Innovation across the Care Continuum
3. Perceptions and Challenges
4. The Way Forward

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What Are virtual visits

United Healthcare's Behavioral virtual visits is...

utilizing a video-based platform to connect members securely and privately to behavioral health providers in real-time

Expands access to more people in need

Simplifies access to increase engagement

Expedites access to improve outcomes

Faster, easier access leads to better outcomes[1]

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What Are virtual visits

A real-time, audio/video-enabled session with a behavioral health provider

- ✓ **Clinically equivalent** to in-person visits for a wide range of conditions[1]
- ✓ Meet standards aligned with ATA and NCQ
- ✓ No impact to provider reimbursement or member costs
- ✓ Providers do not need to be physically located in the same state
- ✓ Any qualified and attested network provider can offer virtual visits to patients

Available providers

- Psychiatrists
- Psychologists
- Behavioral nurse practitioners
- Behavioral master level clinicians

Commonly treated conditions

- Depression
- Bipolar disorders
- Neurodevelopmental disorders
- Anxiety disorders
- Substance use disorders

1. Shigekawa E, et al. The Current State Of Telehealth Evidence: A Rapid Review. *Health Affairs.* 2018 Dec 1;37(12):1975-1982.

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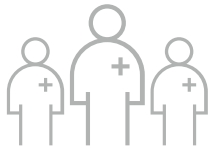
Providers are Key Expanding Access through our Network

United Healthcare has the largest proprietary behavioral virtual network in the country[1]



35,000+ providers offering virtual services, with providers licensed in every state

Meet standards aligned with ATA and NCQA

No impact to provider reimbursement or member costs

Network addresses:

- National shortage of psychiatrists
- Lack of behavioral health specialists
- Scarcity of providers in rural areas

. 2. Based on Optum competitive analysis

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Does it Work?

Effectiveness

- More efficient than in-person care for pharmacotherapy and psychotherapy[1]
- At least as effective in treating depression, PTSD, ASD[2]
- Is effective for children and geriatric population[3]
- More research is needed regarding treatment of SMI, but telemental health can
  - Provide case management
  - Detect changes in behaviors and routines
  - Help prevent relapse and rehospitalizations

[1]Barnett, M L, Huskamp, H A. Telemedicine for Mental Health in the United States: Making Progress, Still a Long Way to Go. *Psych Srvcs.* 2020; 71 (2).
[2]Hilty, D, Yellowlees, PM, Parrish, MB, Chan, S. Telepsychiatry: Effective, evidence-based, and at a tipping point in health care delivery? Psych. Clinics of North America, 2015; 38(3): 559-592.
[3]Greenbaum, Z. How well is telepsychology working? Researchers are pinpointing what we know—and what we need to learn—about these treatment options. Monitor on Psychology, 2020; 51 (5)Gentry, MT, Lapid MI, Rummans, TR. Geriatric Telepsychiatry: Systematic Review and Policy Considerations. Am J Geriatr Psychiatry February 2019;27(2): 109-127

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Does it Work?

Efficiency

- More appointments kept
- Fewer appointments cancelled
- Fewer “no-showsCost Effectiveness

Cost Effective

- Less direct and indirect costs associated with Telemental Health
- Lower utilization
- Increased quality of life
- Lower cost of care for patients with comorbid medical conditions

So why aren’t patients using it?

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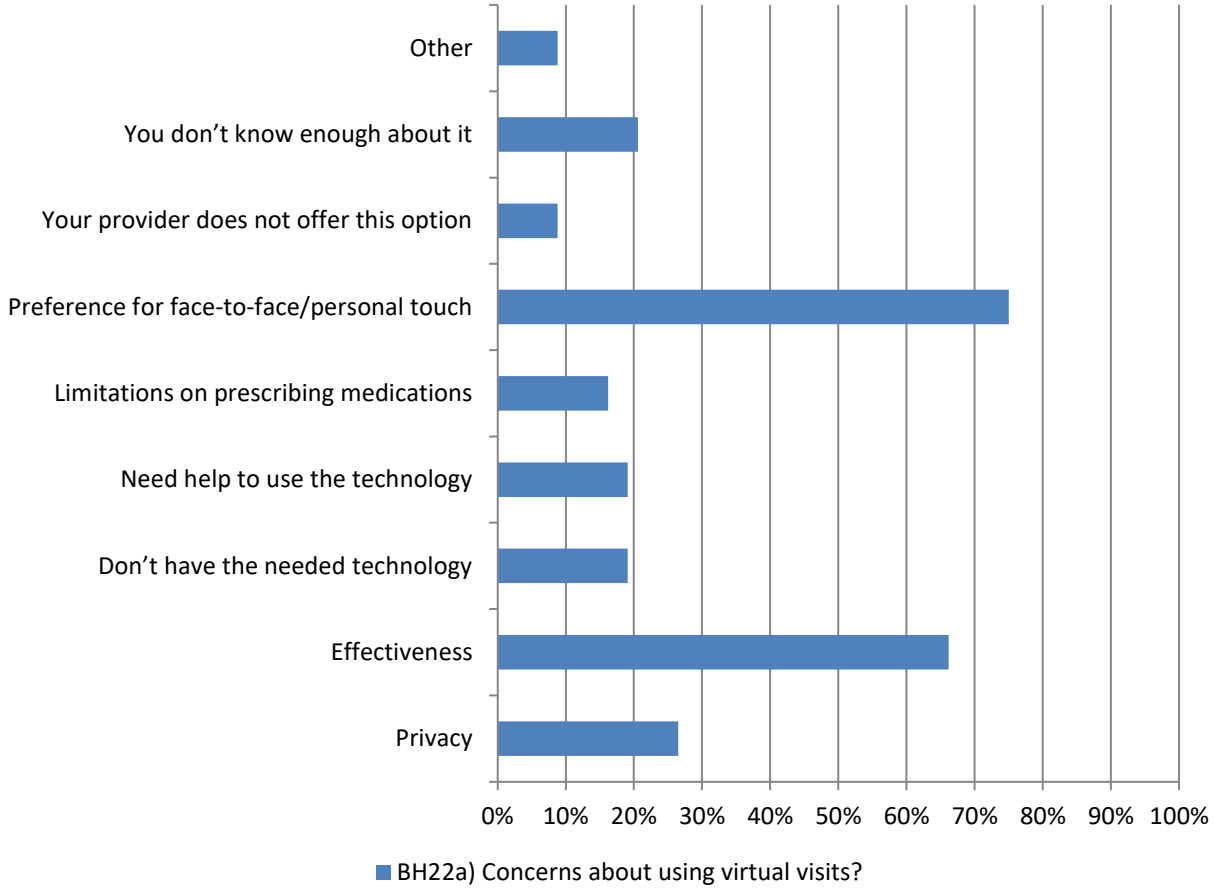
What Our Members Had to Say

July virtual visits Concerns



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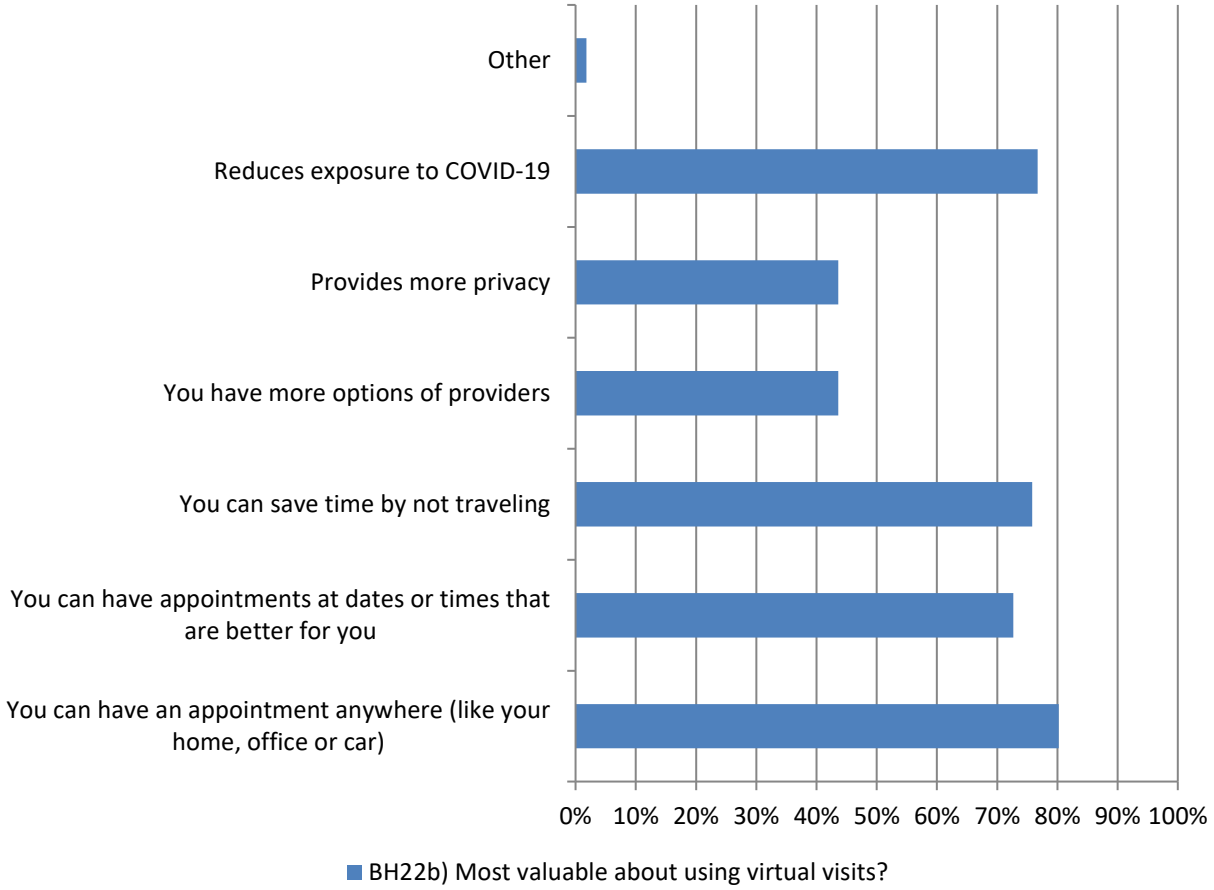
What Our Members Had to Say

July virtual visits Benefits



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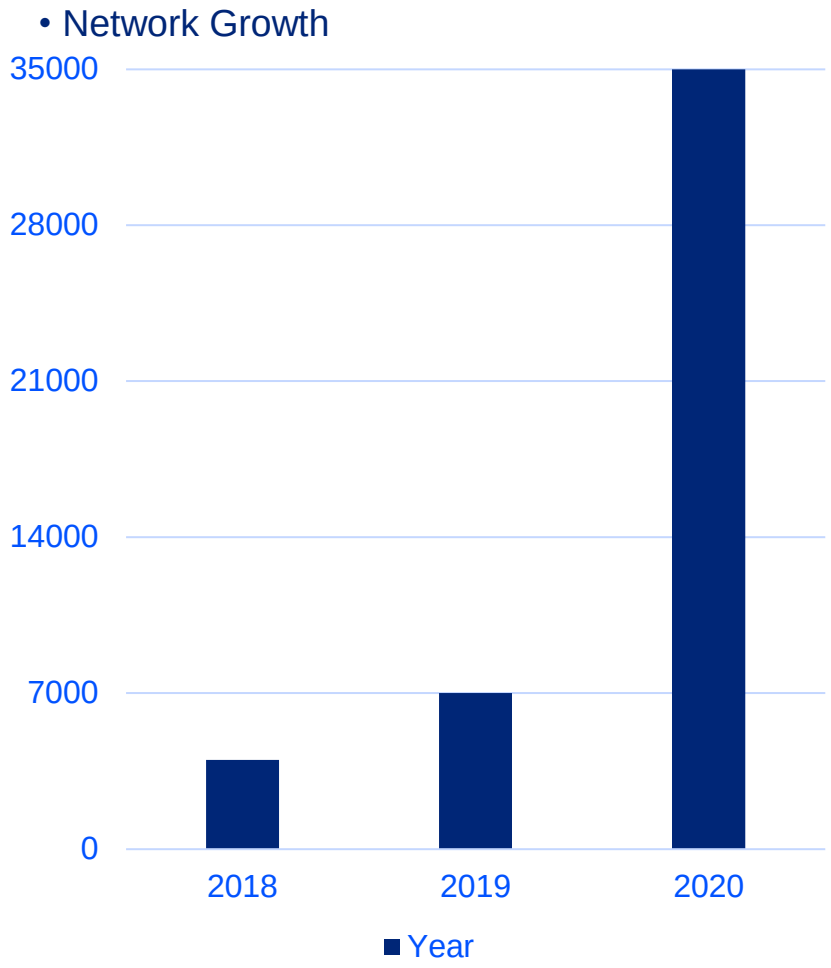
Virtual visits and COVID-19

Followed all state and federal guidance regarding Expanded Telehealth Flexibilities, including:

- Waiving Originating Site Requirement
- Allowing telephonic-only services
- Waived attestation requirement, eased technology restrictions
- Automated the provider attestation process
- Expanded the functionality of our telehealth platform
- Waived cost share
- Expanded PsychHub Toolkit to provide resources to members and providers
- Implemented a daily virtual visits reporting dashboard
- Implemented a daily digital experience dashboard



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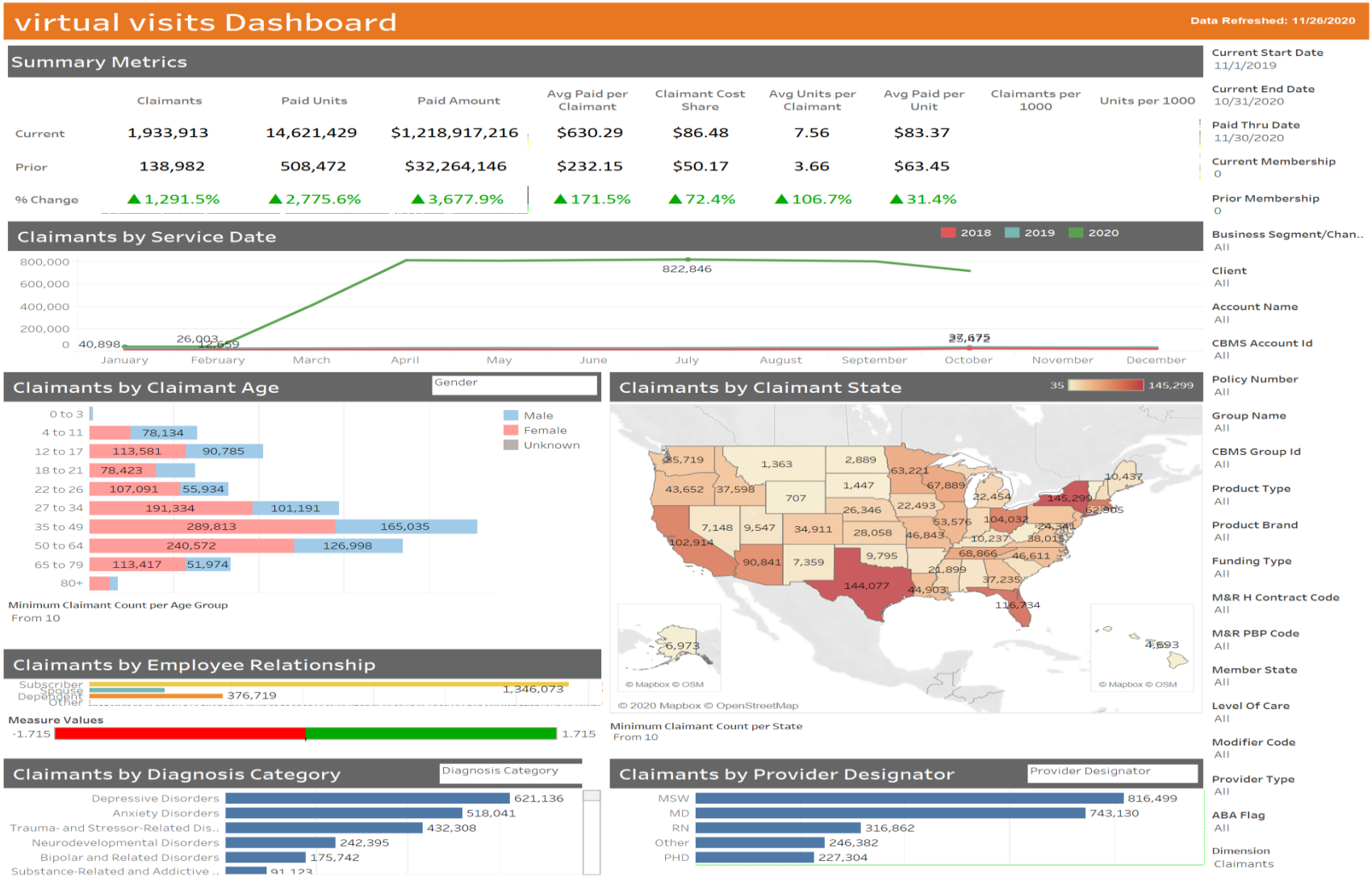
Virtual Reporting



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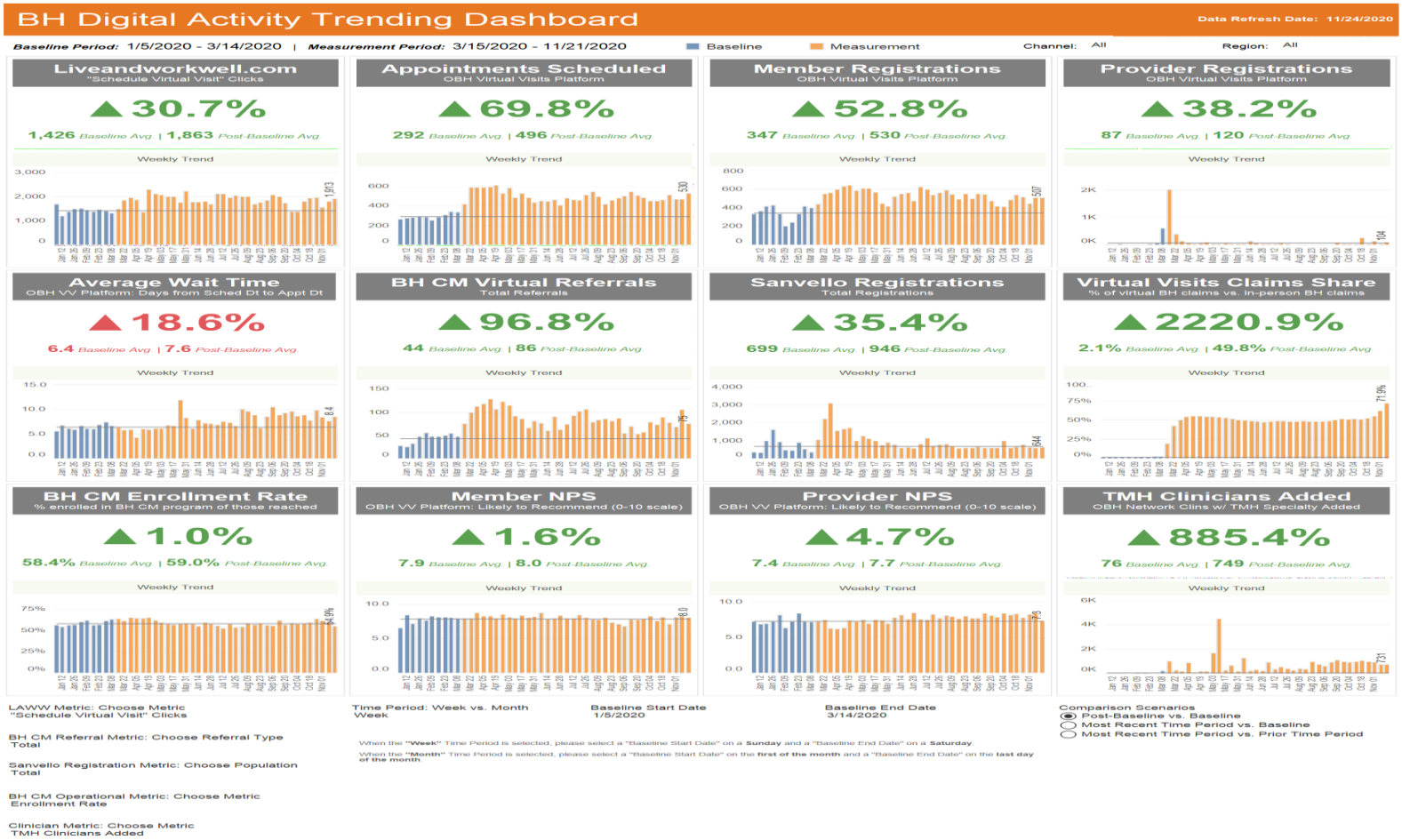
Digital Reporting



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Innovative Digital Toolkit
The right care in the right place at the right time

- PsychHub
- SilverCloud
- Internet and other resources

- Sanvello
- Talkspace
- MindStrong

- Provider Express
- Virtual visits Platform
- PCP virtual visits Toolkit

- IOP/PHP?
- Telephonic?
- ABA?

- Genoa Rx
- Dedicated Prescriber Access

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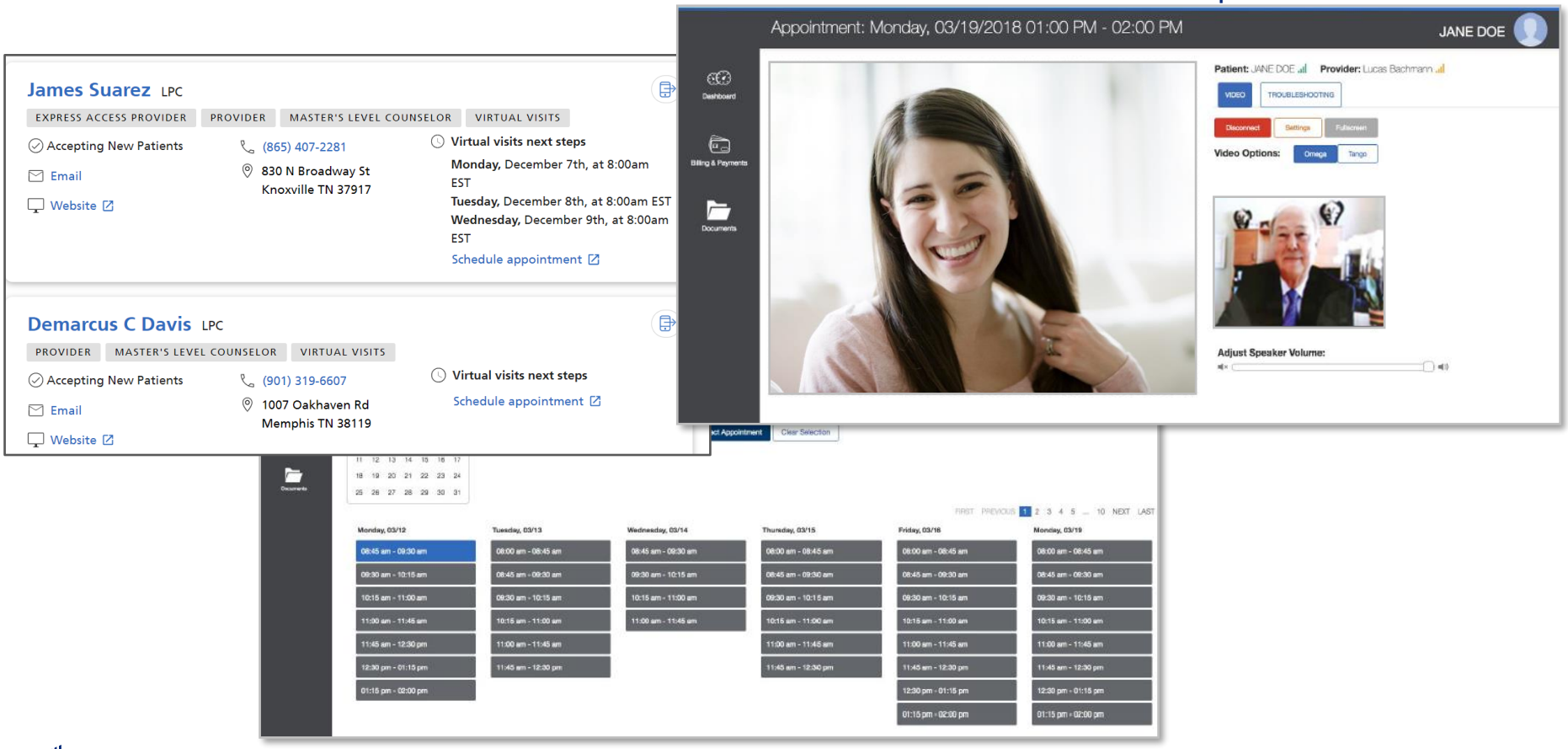
Making it Easy To Connect to Care

Internet browser such as Chrome, Firefox or Safari

High-speed Internet connection

Computer, tablet, smartphone with camera and microphone



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Regulatory Issues

Medicare

For members on Medicare / Medicare Advantage plans, they are required to comply with the following:

- Medicare members are currently required to access virtual visits from a Medicare originating site (EG: Hospitals, EDs, office / clinic, SNFs)
- Members need to reside in a Healthcare Professional Shortage Area.
- Virtual visits must be conducted via two-way audio / video

How do we know if a member is in an HPSA?

- A county outside a Metropolitan Statistical Area (MSA)
- A rural Health Professional Shortage Area (HPSA) in a rural census tract

Medicaid

Are there restrictions for Medicaid members?

- Regulations for Medicaid members vary based on the state that they reside in – check plan specifics for details

Commercial

Are there restrictions for commercial members?

- Virtual visits for Commercial members must be conducted via two-way audio / video
- Visits can be conducted from the members home

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To Be Continued…

- Collaborate with and support providers
- Provider training
- Continue and expand dialogue with professional groups
- Member education to address concerns
- Ensure our virtual and digital offerings meets members where they are on the healthcare continuum
- Increase accessibility and convenience of virtual visits while maintaining a safe environment for member care

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Thank You

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